

**IMPROVED CUSTOMIZED APPS  
FOR PHARMA WITH MANAGED SERVICES**



# EFFICIENT PEGA APPS FOR CLINICAL OPERATIONS

adesso developed and maintained Low-Code Pega applications for web and mobile that empower clinical study teams in maintaining and monitoring study-level data via process automation and real-time digitized trackers and analytics. These apps also provide improved support for patients undergoing testing for new drugs.



## CHALLENGE

The major goal was to digitalize workflows for clinical study management to make them scalable and ensure data traceability, based on the Low-Code platform PEGA. The global pharmaceutical customer asked for applications that:

- > simplify the workflow for the clinical study team
- > can also be used as a mobile version by patients in a clinical study to facilitate patient adherence

adesso took over the overall responsibility from the previous IT provider with a much smaller team and a short time-window for achieving knowledge transfer and onboarding the relevant resources. The challenge was to integrate several data sources into the new workflows.



## SOLUTION

Some consultants from adesso were already involved in the project from the very beginning in specialized roles, whereas the IT development was initially performed by another provider.

After a few release cycles, adesso took over full responsibility for the applications. The knowledge transfer to the adesso IT developers was successfully achieved in a short time frame.

After successfully reaching the project milestones and quality gates, the DevOps release cycles were restarted for the applications to implement new functionalities.

Additionally, automated testing was implemented, continuously improved, integrated into all steps and included in the enhancements developed in the phases after the handover.



## BENEFITS

The customer benefited immediately after adesso assumed full project responsibility:

The quality of the applications greatly improved during the new release cycles.

The study information was made available by a single and clear dashboard built according to the study leads' needs facilitating information flow faster and more effectively.

The highly qualified development team of the Competence Centre for Low Code and Business Automation developed both applications for the effective use in clinical operations.

With a maximum distance of 3 hours to the customer, the team intervened promptly on site if necessary.

## MORE ON THE SOLUTION

The onboarding, handover and knowledge transfer were achieved in a very short time frame, followed by a transition phase in which only planned maintenance work on the applications was performed. The support by adesso started with technical application support, including solution architecture and API integration. It also included:

change and incident management, improvements and bug fixes, regression testing and migration of applications (for Low-Code platform upgrades), production data changes as well as setting up, expanding and maintaining automated testing, test scripts and processes.

It concluded with the development of new custom functionalities based on needs that arose during the working phases. The adesso culture allowing to achieve great results through efficient collaboration and personal trust did the rest.

## METHODS AND APPLIED TECHNOLOGIES

adesso provided support through their expertise in Pega and in the Pharma sector.

The project coordination was carried out through Lucidspark and Trello board. the documentation is managed through Google Suite.

The validation is achieved through ALM and VeevaSuite.

[Pegasystems platform](#) | [VeevaSuite](#) | [Trello](#) | [Postman](#) | [Lucidspark](#) | [ALM](#)



” *This achievement not only marks the completion of the project but also reflects the dedication, commitment and consistent teamwork that adesso has demonstrated throughout this journey. We are grateful for their hard work and unwavering support!*”

***anonymized***

## ABOUT THE CUSTOMER

The customer is one of the largest healthcare companies and develops medicines and diagnostics for patients worldwide and is committed to more networking and digitalization in healthcare.



**adesso**

[www.adesso.ch](http://www.adesso.ch)

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